

SC DMH Client Advocacy Report March 2010

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	19	46
Harris	8	29
Morris Village	3	9
Hall	7	11
Tucker	4	7
Forensics (GEO & Bldg. 1)	8	32
Mental Health Centers	30	73
Total	79	207

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	90	238
Information, Referral & Other Assistance ¹	18	57

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	15	1	9	15	25
2) Admission & Discharge	31	5	1	15	37
3) Information & Advocacy	1	1			2
4) Physical Environment	3	3		1	6
5) Inpatient Rights	28	15	2	15	45
6) Personal Property & Money	11	4	8	8	23
7) Confidentiality & Consent	5	2	9	7	16
8) Treatment	15	3	53	28	71
9) Other Rights Issues	2	1	4	1	7
Total⁵	111	35	86	90	232

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just Care & Crafts Farrow Campus.

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	3	1		2	4
b. Excessive Restraint, Seclusion & PRNs	2			1	2
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	9		9	11	18
e. Neglect	1			1	1
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	16	4		10	20
b. Community Placement (where)	9		1	3	10
c. Periodic Court Review	2			1	2
d. Questions, Education & Other	4	1		1	5
3) Information & Advocacy					
a. Access to Advocacy	1	1			2
b. Access to Legal Resources					
c. Questions, Education & Other					
4) Physical Environment					
a. Food Quality & Quantity	2	2		1	4
b. Linens, Clothes & Toiletries					
c. Disrepair of Physical Plant		1			1
d. Cleanliness of Facilities	1				1
5) Inpatient Rights					
a. Privacy	2			1	2
b. Safety	3	2		1	5
c. Freedom, Privileges & Fairness	17	7		8	24
d. Communication	2	3		1	5
e. Health Care	4	3	2	4	9
6) Personal Property & Money					
a. Property	7	1		2	8
b. Money, Entitlements, Rep. Payee	2	2	1	2	5
c. Billing Issues	1		4	2	5
d. Other Non-DMH Issues	1	1	3	2	5
7) Confidentiality & Consent					
a. Access to Records & Information	3	2	2	2	7
b. Breach of Confidentiality	1		7	5	8
c. Issues of Consent, Confidentiality, etc.	1				1
8) Treatment					
a. Eligibility for Services			14	2	14
b. Accessibility to Staff & Treatment	1		18	7	19
c. Individualized, Client-Driven	13	3	21	18	37
d. Right to Refuse Treatment	1			1	1
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			3	1	3
f. Legal assistance for Non-DMH issues	2	1	1		4

